

Community Rehabilitation Program Manual



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What is a Community Rehabilitation Program?

The definition of a 'Community Rehabilitation Program' contained in the Rehabilitation Act of 1973, as amended, contains the following:

“(ii) For the purposes of this definition, the word program means an agency, organization, or institution, or unit of an agency, organization, or institution, that provides directly or facilitates the provision of vocational rehabilitation services as one of its major functions.”

A Community Rehabilitation Program, (CRP) may be defined as a for-profit or not-for-profit entity. In accordance with CFR Part 361.5 (17) the establishment of or improvement to a CRP may only include programs that are public or nonprofit community rehabilitation programs. Both types of entities can provide services within the agency's CRP fee schedule. Nonprofit, means a community rehabilitation program controlled or owned by a corporation or association, no part of the net earnings benefits any private shareholder or individual and the income of which is exempt from taxation under section 501(c)(3) of the Internal Revenue Code of 1986 (361.5 (37)).

In addition, a sole proprietorship will not be considered by OVR to be an agency, organization, institution or unit of an agency, organization or institution, and does not qualify as a CRP.

To be considered and approved as an Office of Vocational Rehabilitation, CRP Vendor, and agencies must complete and submit the CRP application. OVR maintains a separate budget (BUN 6719) to pay for non-supported employment consumer services and in order for an agency to qualify for payment under the OVR CRP budget, it must meet the following requirement found in the federal regulations governing the state vocational rehabilitation programs (34 CFR Part 361.5(9)(ii).

Once approved by contract, OVR will preauthorize vocational rehabilitation services according to either a schedule of fees set by OVR or a special negotiated fee for an individual service. The outcomes and services purchased from a CRP should be appropriate and consistent with the informed choice of the individual, be in an integrated setting.

An individual or entity that does not meet all aspects of the CRP definition but still wishes to provide services to OVR consumers can do so. The fee will not be paid from the OVR CRP budget, but will be paid by the individual vocational rehabilitation counselor who authorized the service, using his or her caseload budget. Under these circumstances, the fee will be established by the service fee coordinator.

Under the Rehab Act of 1973, as amended, the agency does have the ability to provide establishment grants to CRP's.



Comprehensive Vocational Evaluation (10H/\$650)

Who should be referred for Comprehensive Vocational Evaluation?

The evaluation will be a useful tool for Rehabilitation Counselors and consumers to assist in determining eligibility and/or researching vocational potential in order to plan a program of rehabilitation services that will maximize a positive employment outcome.

A Vocational Evaluation should be utilized for an individual who does not have enough existing information to determine eligibility for OVR services, OR someone who has yet to determine an appropriate vocational goal. The evaluation provides insight into an individual's vocational interests and capacities and often provides suggestions for appropriate vocational goals.

Responsibility of the Community Rehabilitation Program:

The Evaluation must be individualized and timely, where the consumer and the CRP evaluator identify potential vocational goals. The evaluation should not be conducted until the CRP has received prior authorization from OVR. The range of services provided by the CRP should be comprehensive to assess and obtain the following information concerning the consumer served:

- Physical and psychomotor capacities
- Intellectual capacities
- Work related behavior
- Interests, attitudes and knowledge of occupational information
- Personal, social and work history
- Aptitudes
- Educational and vocational achievements
- Work skills, transferable work skills and work tolerance
- Job seeking skills
- Identification of work and non-work related needs
- Environmental work conditions (i.e. heights, extremes of temperatures, smells)
- Need for job site modifications or adaptive equipment/tools
- Learning style, including the ability to understand, recall and respond to various types of instruction

Comprehensive assessment data should be supplemented by personal interviews and behavioral observations. The consumer evaluated should be assessed for job fit based on their interests and capabilities, opportunities in their geographical labor market and on questions asked by the Rehabilitation Counselor.

Standardized assessment tools utilized by the CRP evaluator must be provided in accessible formats if requested by the consumer. Only those evaluators qualified according to standardized testing requirements, state law and/or regulation may administer assessment tools. Screening tools may be administered to assist the evaluator in selecting appropriate assessment tools or in making appropriate referrals for further medical or psychological testing, *but should not be utilized to report an individual's level of functioning.*

Overall, a comprehensive vocational evaluation will include a written report and interpretation of the results of any assessment data obtained and how this relates to the vocational goal. It is anticipated that the evaluator will review

the results with the counselor and consumer. This will give the consumer the opportunity to ask questions and perhaps learn more about themselves and their vocational options. Upon receipt of the written report and invoice from the CRP, the OVR counselor will pay for the Comprehensive Vocational Evaluation.

Responsibility of the OVR Counselor:

The counselor will furnish any existing pertinent medical and/or other information owned by OVR and in compliance with HIPPA standards to the CRP evaluator at the time of referral and only with written consent of the consumer. Any other existing information needed by the CRP, must be provided by the consumer. The counselor should inform the CRP evaluator of any specific questions that need to be addressed in the evaluation. The results should be discussed with the consumer and used in preparation of the IPE.



Vocational Assessment Services (10P/\$225)

Who should be referred?

This service is a useful tool for consumers not needing a comprehensive vocational assessment, but need limited testing in specific vocational areas.

Responsibility of the CRP:

The Vocational Assessment will include:

1. Individual Vocational Interview: to include , but not limited to questions regarding past work experience, educational history, physical capacities, vocational interest areas and perception of abilities
2. Academic Assessment: to include but not limited to testing in both reading and arithmetic
3. Aptitudes Assessment: to obtain a profile of aptitudes such as those defined by the Dictionary of Occupational Titles (DOT)
4. Vocational Interest Assessment: to administrator interest inventory or equivalent
5. Behavior observations of consumer.

A written report including the test results and brief summary related to the consumer's vocational potential must be furnished to the counselor, along with answered questions the referring OVR counselor may have requested, and a bill for service. Bills will not be paid until the written report is received and approved by the OVR Counselor.

Responsibility of the OVR Counselor:

The counselor should furnish any existing pertinent medical and/or other information owned by OVR and in compliance with HIPPA standards to the CRP evaluator at the time of referral and only with written consent of the consumer.

The counselor should inform the CRP evaluator of any specific questions that need to be addressed in the assessment. The results should be discussed with the consumer and used in preparation of the IPE. Based on individual need, the three components of this assessment may be authorized as individual services:

Academic Assessment Only (10P) = \$110.00

Aptitude Assessment Only (10P) = \$110.00

Interest Assessment Only (10P) = \$75.00

Mobile Assessment Fee (10P) = \$50.00

An additional fee may be charged, per each consumer, for a mobile assessment that takes place in a location other than the CRP's main location. In order to be considered for this fee, the assessment must be conducted at least 25 miles from the workstation established in the vendor agreement. This is to be utilized when an individual is not able to participate in the assessment at the primary facility. The mobile assessment should be determined jointly by the consumer, counselor and CRP and must be authorized in advance.



Community Based Adjustment and Placement

Services with a Competitive Employment

Outcome (71B/\$3,350)

Who should be referred?

1. Eligible consumer
2. Vocational goal is competitive employment
3. Need services available from the CRP
4. Is expected to meet employment requirements for a positive employment outcome
5. Does not need long term supports from the CRP to maintain employment.

Responsibility of the CRP:

To provide needed services, in accordance with the OVR IPE, leading to placement in an appropriate job and provide needed services after placement in order for the consumer to retain employment. An appropriate placement means that the consumer is employed in a suitable job at competitive wages with all the rights, privileges and benefits of a non-disabled worker in a similar job. The CRP will prepare a plan to address consumer's individualized needs during the Community Based Adjustment and Placement Services. A variety of areas maybe addressed during this time, including but not limited to:

- Work Conditioning
- Accepting constructive criticism
- Socialization Skills
- Proper relationships with co-workers
- Accepting supervision

- Time and attendance
- Interviewing skills
- Resume Development
- Mock Interviews
- Job seeking skills
- Work ethic
- Staying on task
- Following instruction
- Safety practices
- Work tolerance
- Overcoming specific barriers
- Job readiness
- Development and improvement of work skills and behaviors
- Support and feedback
- Understanding the demands of work
- Good hygiene and grooming
- Appropriate dress
- Productivity
- Work quality
- Working independently
- Motivation
- Stress tolerance
- Multi-tasking abilities
- Realistic work expectations

This plan must be submitted to the counselor within two weeks from the beginning of Community Based Adjustment and Placement Services.

The CRP must provide written reports monthly to the OVR counselor. For the CRP to have completed the service and receive payment, the consumer must meet the competitive employment requirements for a positive employment outcome and the CRP must furnish a final report to the OVR counselor summarizing all services that was provided to the consumer. A successful employment outcome means a consumer has been placed in gainful employment consistent with IPE, satisfied with employment, have the expectation that employment will continue without further CRP services and has been working in that job for at least ninety (90) consecutive days. In all cases the

determination that the expected vocational outcome has been attained must be a joint decision between the consumer and the OVR counselor. The employment must be consistent with the consumer's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. Employment must be in an integrated setting, as described in the Rehabilitation Act of 1973, as amended:

‘a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.’

Optimally, employment should be full-time and should include fringe benefits, such as employer-related health insurance. However, employment can be part-time if the consumer and OVR counselor have determined that part-time employment is more appropriate.

Responsibility of the OVR Counselor:

The selection of the service and the service provider must be with the informed choice of the consumer and it is the responsibility of the OVR Counselor to discuss all viable service options with the consumer.

The counselor should furnish any existing pertinent medical and/or other information owned by OVR to the CRP in order to meet admission requirements, while maintaining compliance with HIPPA standards and pertinent state and federal laws, at the time of referral and only with written consent of the consumer. The CRP will only receive payment for the service upon successful completion of the Community Based Adjustment and placement program resulting with a positive employment outcome, as previously defined. It is critical that there be an understanding and agreement among all parties (consumer, counselor and CRP) concerning the expected vocational outcome.

It is the OVR counselor's responsibility to maintain contact with the consumer to provide necessary counseling and support for the total rehabilitation program. If it becomes obvious to the counselor and CRP that the consumer is unlikely to achieve the planned outcome, either has the option of suspending further services until the IPE is amended or, if appropriate, discharging the consumer at no cost to OVR.

OVR does not pay an employer for hiring its consumers. The Community Based Adjustment and Placement fee is intended to cover the average costs of services provided to a consumer in order to achieve a positive employment outcome. It is intended that the CRP providing this service, does not benefit directly in any way from the employment other than the payment of the OVR fee. If the consumer is employed by the CRP producing goods and/or services for the CRP then no payment will be made. Exceptions to this policy can only be made by the CRP Administrator.

For current fee, see fee schedule on page 24.



Bonus Payments (71B/\$1,000 and/or \$500)

CRP's can earn two bonus payments totaling \$1,500 for consumers who have obtained positive employment outcomes while meeting specific criteria. These fees were developed to increase the quality of employment outcomes for individuals receiving Competitive Employment outcomes OR Supported Employment outcomes and to improve the agency's performance related to quality employment outcomes. To qualify for the \$1,000 bonus payment, the following must be met:

1. Consumer meeting a specific targeted wage. The target wage is set at the beginning of each fiscal year and issued after October 1 via memorandum to OVR staff. The updated Service Fee Memo regarding the new target wage will be forward by the CRP administrator to all approved CRPs.
2. Must work a minimum of 20 hours per week

To qualify for the \$500.00 bonus payment the following must be met:

1. Employer paid comprehensive health insurance, i.e., employer is paying 51% or above coverage premium. Supplemental insurance does not meet the requirement for bonus payment.

Criteria, Procedures and Restrictions:

1. The consumer must either receive Competitive Employment Outcome services or Supported Employment Outcome services from approved CRP
2. The CRP may be eligible for one or both bonus payments per consumer

3. Bonus payments will be determined after ninety (90) days of successful employment for Competitive Employment consumers or after sixty (60) days for Supported Employment consumers, regardless of when the case is closed
4. CRP must submit adequate documentation that criteria has been met to bill for bonus payment(s). Possible sources of verification might be copies of last two pay stubs or copy of health insurance card

Some employers do not provide health insurance until an employee works beyond a probationary period. Often that probationary period will be after ninety days of employment. When an employer has committed to providing insurance, instead of waiting to close the case until the health insurance becomes effective, the case can be closed at ninety days and the bonus payment paid at case closure IF the employer provides written documentation that health insurance will be offered in the near future. If an employer offers health insurance and the consumer denies coverage, the bonus payment should still be paid to the CRP. To not pay the bonus in such cases would unduly penalize the CRP who has obtained the position in good faith.

5. Once the bill is received and criteria verified, the original authorization should be adjusted to reflect the bonus fee payment(s).



Adjustment Services

(36B/\$1,500 expected time frame 30 – 90 days)

Who should be referred?

1. Consumers who need adjustment services to address a specific problem or issue that constitutes a barrier to employment and **ARE NOT** going directly into Placement Services after adjustment Services are provided.
2. Consumers expected to receive other major services such as vocational or academic education before employment can begin.

This service should be utilized when the immediate outcome is not competitive employment or when adjustment services are needed but no job placement services are required.

Responsibility of CRP:

1. Prepare a written plan of services consistent with the purpose for which the consumer was referred and send copy to OVR within two weeks of the start of the program.
2. Provide OVR with monthly written reports and other feedback as needed
3. Furnish a final report to counselor

Responsibility of OVR Counselor:

1. Communicate the reason for referral and expected results of services to CRP
2. Maintain contact with consumer to provide necessary counseling and support of total rehabilitation program

The counselor should furnish any existing pertinent medical and/or other information owned by OVR to the CRP at the time of referral, but only with the written consent of

the consumer. Any other pertinent information must be supplied by the consumer, if necessary.

Transportation Services (60A or B/\$1.00 a mile)

Who should be referred?

This service is appropriate for consumers who are receiving OVR authorized services from a CRP and need transportation to the CRP Program in order to receive these services.

Responsibility of the CRP:

The CRP may provide transportation services directly or through another qualified transportation vendor. The transportation provider must meet all applicable state and local regulations, keep accurate records and charge only for preauthorized transportation services necessary for consumer participation.

Responsibility of the Counselor:

The counselor should plan for transportation to and from the CRP at the same time other CRP services are planned. Only payments to CRP's for transportation of non-supported employment consumers are to be charged to budget number 6719. An authorization for transportation services must be furnished to the CRP prior to beginning service and must only be for travel necessary for the consumer to participate in authorized services.



Skills Training (33I)

Some CRP's provide specialized skill(s) training programs. The fee and terms of payment for courses of study are to be negotiated with each CRP. Contact the OVR CRP staff for more information about specific programs.





***Current CRP Fees
Effective July 1, 2009***

Comprehensive Vocational Evaluation (10H)	\$650
Vocational Assessment Services (10P)	\$225
Academic Assessment (10P) Only	\$110
Aptitude Assessment (10P) Only	\$110
Interest Assessment (10P) Only	\$75
Mobile Assessment Fee (10P)	\$50
Work Adjustment Services leading to a Competitive Employment Outcome (71B)	\$3,350
Bonus Payments for 71B – Targeted Wage	\$1,000
Bonus Payments for 71B – Employer Provided Health Insurance	\$500
Adjustment Services (36B) – Facility or Community Based, expected length 30 – 90 days, (see page 15 for who should be referred)	\$1,500
Transportation Services (60A or B)	\$1 per mile

Who to Contact

For information or assistance concerning OVR and CRP's please contact:

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